

Fw: 2814Inv_Rpt5-16-08 Kate Rao to: Robert-A OBrien

05/05/2009 10:09 AM

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referral. See attached complaint below. We don't seem to have a record of this property. Can you look in HIS/cesspool card db to see if you can get more info on the property? We probably will need to send out a Thanks.

Kate
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Kate Rao
Ground Water Office (WTR-9)
USEPA Region 9
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tel: (415) 972-3533 / fax: (415) 947-3549 ----- Forwarded by Kate Rao/R9/USEPA/US on 05/05/2009 10:07 AM -----

From: To: Date: Subject "Vetter, Lori" <lori.vetter@doh.hawaii.gov> Kate Rao/R9/USEPA/US@EPA 05/04/2009 02:14 PM 2814Inv_Rpt5-16-08

WASTEWATER BRANCH COMPLAINT INVESTIGATION REPORT

IF APPLICABLE: COMPLAINT REFERRED TO TIME EMAIL DATE TIME COMPLAINT REFERRED TO TIME	NATURE OF INCIDENT Terrible sewage smell emanating from property. Possible cesspool overflow. Complainant is very concerned about retaliation and asks that the owners be called first to correct problem.	ADDRESS OF PROBLEM AREA 05-5468 Kuhio Highway, Hanalei Inn, Hanalei — TMK No. (4) 5-5-4: 36 OWNER/AGENT Harry and Michele Kaiser, P.O. Box 1373, Hanalei OKNER/AGENT Harry and Michele Kaiser, P.O. Box 1373, Hanalei OKNER/AGENT Harry and Michele Kaiser, P.O. Box 1373, Hanalei OKNER/AGENT Harry and Michele Kaiser, P.O. Box 1373, Hanalei OKNER/AGENT HARRY AND MICHELE WAS AUGUSTAN AND AUGUSTAN AUGUSTA	ADDRESS	COMPLAINANT: NAME Anonymous
REFERRED TO	NATURE OF INCIDENT Tertible sewage smell emanating from property. Possible cesspool overflow. Complainant is very concerned about retaliation and_ asks that the owners be called first to correct problem.	aiser, P.O. Box 1373, Hanalei	DATE <u>5/15/2008</u>	

INVESTIGATOR

Lori Vetter

DATE

5/16/08

TIME

10:30 a.m.

they knew of no problems with their cesspool. The complainant called back again that day to complain about the

informed me that

said that they had a plumbing issue that had been resolved but would check with the manager, Bill. She called me back and

informed him of the owner's response and he then asked me to come to the site and check the back yard. He was

very concerned about retaliation and I told him that he would have to address any problems of that nature with the Kauai Police

On 5/16/08, I visited the Hanalei Inn. There is no manager's office and all check-ins are done

off-site. I did not have a cellular phone in which to call the office and decided to walk the perimeter of the property. There was no one around and I did not be disturbing anyone by looking around. I was unable to find the cesspool. There is no

cesspool card on record. The structure on the property appears to house about five separate hotel rooms each with their own doors.

The sewage smell seemed to be emanating from near the rear unit. I did not observe a wastewater spill.

On 5/21/08, the complainant called again to inform me that the cesspool on the property had

been pumped on Monday, 5/19/08 and the smell was no longer an issue.